

ABSTRACT

A method for fulfilling an order in a supply chain. The method is performed by extracting from a customer system information pertaining to the work order that specifies a piece of equipment to be repaired and items expected to be used during the repair procedure, determining, using an equipment knowledge base, a probability that each of the items will be needed to effect the repair procedure, and using the determined probability to stage the items within the supply chain whereby the items are made ready for use in the repair procedure. Further steps can include extracting from the customer system information pertaining to a completion of the repair procedure and using the information pertaining to the completion of the repair procedure to populate the equipment knowledge base for use in future probability of need calculations.